

2012

IS 250, IS 250C

WARRANTY AND SERVICES GUIDE

Owner Amenities | Warranty Information | Maintenance Requirements

AUTHORIZED DEALERSHIP MAINTENANCE AND REPAIRS

Lexus recommends having maintenance and repairs for your vehicle performed by an authorized Lexus dealership. To locate your nearest authorized Lexus dealership, log on to **www.lexus.com** or contact Lexus Customer Satisfaction at (800) 255-3987.

From everyone at Lexus, thank you for purchasing one of our vehicles. Your Lexus is designed to deliver uncompromising luxury and performance. We are committed to providing you with an ownership experience that is second to none, and we look forward to serving you in the years ahead. Welcome to the Lexus family!

Taking Delivery of Your New Lexus

As you take delivery of your new vehicle, there are some important services you should know about. These include:

Lexus Personalized Settings: Your vehicle includes a variety of electronic features that can be personalized to your preferences. For example, doors can be programmed to remain locked when you shift into "Park." See your dealer for details.

Pre-Delivery Service: Your dealership has performed a thorough service to prepare your vehicle for delivery. This includes initializing certain electronic features, such as the one-touch power windows.

Scheduled Maintenance: Your vehicle requires maintenance every six months or 5,000 miles, whichever comes first. See page 44 for details.

Dealership Service Department: Your service department is committed to helping you keep your Lexus performing at its best. Your dealer will provide you with the department's hours of operation, appointment procedures and information on any special services.

Warranty Coverage: Your Lexus is covered by one of the finest warranties in the industry. See page 15 for a summary of coverages.

Roadside Assistance: Roadside assistance is provided for 48 months from your vehicle's in-service date, regardless of mileage. See page 6 for details.

Again, thank you for choosing Lexus. We wish you many years of safe and pleasurable driving.

OWNER AMENITIES

Complimentary Services

Other Benefits and Assistance

WARRANTY INFORMATION

Introduction

Your Warranties in Detail

To help ensure that your ownership experience is pleasant, convenient and trouble-free, Lexus provides you with a variety of complimentary services. These services are described on the following pages. Other valuable owner benefits are described in the section entitled "Other Benefits and Assistance" beginning on page 7.

First Scheduled Maintenance Service: Six Months or 5,000 Miles

This complimentary service is performed at six months or 5,000 miles, whichever occurs first. To obtain this service, contact your Lexus dealership. Your complimentary service will include these items:

- Inspect and adjust all fluid levels
- Program Lexus Personalized Settings, if requested
- Reset maintenance reminder light
- Rotate tires
- Visually inspect brake pads, calipers and rotors
- Check installation of driver's floor mat
- Road-test vehicle

What are Lexus Personalized Settings?

Your vehicle includes a variety of electronic features that can be programmed to your preferences. For example, doors can be programmed to remain locked when you shift into "Park." (For more information, see the "Customizable Features" section of the Specifications chapter in your *Owner's Manual*.) Programming of these features is performed once at no charge, provided you obtain the service at the six-month/5,000-mile scheduled maintenance service. Programming of some Lexus Personalized Settings requires special equipment and may be performed only by an authorized Lexus dealership.

Second Scheduled Maintenance Service: 12 Months or 10,000 Miles

This complimentary service is performed at 12 months or 10,000 miles, whichever occurs first. To obtain this service, contact your Lexus dealership. Your complimentary service will include these items:

- Replace engine oil with 0W-20 oil; replace oil filter

- Reset maintenance reminder light
- Rotate tires
- Visually inspect brake pads, calipers and rotors
- Check installation of driver's floor mat
- Road-test vehicle

If you do the majority of your driving under certain special operating conditions, additional items are included in this service. See the "12 Months or 10,000 Miles" chart on page 48.

Loaner Vehicle

If your vehicle must be kept overnight at a Lexus dealership for a warranty-covered condition that requires more than eight hours to repair, Lexus will provide you with a complimentary loaner vehicle for up to five days.

Travel Protection

Lexus will reimburse for a rental car for up to five days and for overnight lodging for up to three nights (not to exceed $200 per night) if all of the following occur:

- Your vehicle becomes inoperable or unsafe to drive when you are more than 100 miles from home.
- Your vehicle's malfunction is caused by a warranty-covered condition.
- Repairs will take longer than eight hours to complete.

To obtain reimbursement for rental car and lodging expenses, contact a Lexus dealership service consultant.

Roadside Assistance

Lexus roadside assistance coverage is for 48 months from your vehicle's in-service date, regardless of mileage. Coverage is provided 24 hours a day, 365 days a year, for vehicles operated in the United States, U.S. territories and Canada. Assistance is administered through the American Automobile Association.

Services Provided

- Roadside services such as battery jump-start, tire change, fuel delivery, vehicle extrication and towing in case of minor accident.
- Towing to the nearest Lexus dealership (or an alternate repair facility, if necessary).
- Assistance in locating alternate transportation and lodging.

How to Get Help

To obtain roadside assistance, take the following steps:

1) Call (800) 25-LEXUS (800/255-3987).

2) Have as much of the following information as possible:
   - 17-digit Vehicle Identification Number (VIN) found on the vehicle registration paperwork and on the certification label located inside the driver's door jamb
   - Owner's name and home address
   - Vehicle license plate number
   - Location of vehicle, including the nearest major intersection

3) Wait at your vehicle or in a nearby secure location for the roadside assistance provider to arrive.

Additional Coverage

After your roadside assistance coverage expires, you may join a motor club created exclusively for Lexus owners. Benefits include roadside assistance coverage, a trip-planning service and discounts on travel and dining. For further information, call (800) 25-LEXUS.

Quality Control

You may have noticed a few miles on the odometer when you took delivery of your Lexus. This mileage is a result of the comprehensive process used to ensure the quality of your vehicle. This process includes extensive inspections during and after production. The final inspection takes place at the selling dealership and includes a road-test conducted by a trained Lexus technician.

If you'd like to know more about Lexus quality-control procedures, ask a Lexus dealership service consultant.

Vehicle Service History

When you have your vehicle serviced at a Lexus dealership, your service information is recorded in the Lexus National Service History database. This is the first database of its kind in the automotive industry. It can be accessed by any Lexus dealership in the United States – a great convenience if you relocate or need to have your vehicle serviced while traveling.

Vehicle Service Agreements

If you plan to keep your vehicle for several years or if you accumulate mileage quickly, you may want to purchase a Lexus vehicle service agreement. These agreements cover the cost of specific repairs beyond the factory warranty period. They also cover services such as towing, substitute transportation and lodging to minimize your inconvenience should your vehicle require repair. Lexus vehicle service agreements are available with a variety of coverage options. A Lexus dealership sales consultant can help you select the plan that's best for you.

Body Repairs

If you're involved in a collision, you want your vehicle to be returned to its pre-accident condition when repaired. That's why it is important to make sure repairs are made only with Genuine Lexus Parts. Some repair shops and insurance companies may suggest using imitation or salvaged parts to save money. However, these parts do not meet Lexus' high standards for quality, fit and corrosion resistance. In addition, imitation and salvaged parts (and any damage or failures they may cause) are not covered by any Lexus warranty.

The best way to ensure that your vehicle is repaired with Genuine Lexus Parts is to take it to a Lexus dealership. Each dealership works with selected collision repair centers that meet Lexus' strict requirements for

training, equipment, quality and customer satisfaction. These repair centers use Genuine Lexus Parts exclusively in the repair of Lexus vehicles.

The Smart Key

Your Lexus vehicle was made with two "Smart Keys" and an aluminum key-number plate. Each Smart Key includes an electronic main key that has an integrated mechanical back-up key. The electronic key controls the remote-entry and theft-deterrent systems, enables the push-button start switch and controls the engine immobilizer. The mechanical key can be removed from the electronic key and used to operate the driver's door lock, the glove box lock and the trunk lock (if equipped).

Replacing the Key

Your Lexus dealer can generate replacement keys. Certain bonded/registered locksmiths may also be able to generate replacement keys. When ordering a new key, bring all keys for the vehicle to your dealership. If a Smart Key or the key-number plate is not available, a Lexus dealer or certain locksmiths can obtain the key code from a restricted-access database. These businesses can also access a service utility to register the keys to the vehicle if all registered keys have been lost.

If you lock your key in your vehicle and do not have a spare, your dealer can make a new mechanical key from the code on the key-number plate. Certain bonded/registered locksmiths may also be able to generate a replacement mechanical key. If a Lexus dealer is not available, please refer to **www.aloa.org** to find a bonded/registered locksmith who performs high-security key service.

Keeping the Key Safe

Replacing a Smart Key may be costly. We advise you to keep a spare Smart Key and the key-number plate in a safe place. If you record the key number in more than one place, do not record it in a way that can be easily identified and associated with the vehicle. For example, don't leave the number somewhere that can be accessed by a valet. It is wise to keep a copy of the key number outside of the vehicle.

Both Lexus and your Lexus dealer are dedicated to serving your automotive needs. Your complete satisfaction is our first priority. Should you have a problem or concern, please take the following steps to ensure the quickest possible response:

Step 1

Discuss the situation with a dealership manager, such as the service manager or customer satisfaction manager. If necessary, ask the dealership owner or general manager for assistance. In most cases, a satisfactory solution can be reached at this step.

Step 2

If the dealership does not address your concern to your satisfaction, call the Lexus Customer Satisfaction Department at (800) 25-LEXUS (800/255-3987). In Canada, call (800) 26-LEXUS (800/265-3987). In Mexico, call 95-1-310-328-2075.

You may also write to us at:

Lexus Customer Satisfaction
Department
P.O. Box 2991
Torrance, CA 90509-2991

Whether calling or writing, please provide the following information:

- 17-digit Vehicle Identification Number (VIN) found on the vehicle registration paperwork and on the certification label located inside the driver's door jamb
- Current vehicle mileage
- Name of your selling and servicing Lexus dealerships
- Your day and evening telephone numbers

Step 3

If your concern has still not been resolved to your satisfaction, Lexus offers additional assistance through:

National Center for Dispute Settlement (NCDS)
P.O. Box 457
Mt. Clemens, MI 48046
(866) 272-4872

Important: You must use NCDS prior to exercising rights or seeking remedies available to you through a court action pursuant to the Magnuson-Moss Warranty Act. In addition, you must use NCDS if you are required to do so prior to exercising certain rights or seeking certain remedies available under the Lemon Laws of your state. See the *Lemon Law Guide* for specific requirements applicable in your state.

However, if your state law permits and if you choose to exercise rights and seek remedies that are not created by the Act, you need not use NCDS.

NCDS Arbitration

What is the Dispute Settlement Program?

This program consists of local professionals who are trained and experienced in arbitration. The arbitrator(s) appointed by NCDS will arbitrate your case by reviewing the facts you present; having the vehicle inspected, if necessary; and promptly rendering a fair and equitable decision.

How much will it cost?

The service is provided at no cost to you. It is part of Lexus' effort to promptly and equitably resolve your concerns. The decision-maker is an impartial third party. The decision of the arbitrator(s) is binding on Lexus but not on you.

What types of disputes are eligible?

NCDS resolves disputes involving Lexus product reliability and warranty performance that arise during the greater of 1) four years or 50,000 miles from the vehicle's in-service date, whichever is earlier; or 2) the applicable provision of the Lexus New Vehicle Limited Warranty. However, NCDS will not arbitrate 1) claims involving a vehicle used primarily for commercial purposes unless the Lemon Laws of your state cover vehicles used for commercial purposes; or 2) claims that an air bag failed to deploy or deployed when it should not have; or 3) disputes regarding fires and/or accidents and/or theft. Since there are other additional exclusions, please contact NCDS for further information on eligibility guidelines. You must file a request for arbitration with NCDS within six months of the expiration of the eligibility period, provided the concern or alleged defect was brought to the attention of Lexus or one of its dealers during the eligibility period.

How long is the arbitration process?

The entire process – from the time NCDS receives your request for arbitration to the arbitrator's decision – is designed to take no more than 40 days. A decision may be delayed if:

- You fail to provide certain information required by NCDS.
- You fail to make your vehicle available for inspection by NCDS in a timely manner (if an inspection is required).

How do I request arbitration?

To initiate arbitration, you must complete an NCDS customer claim form and mail it to NCDS. A claim form is included in the *Lemon Law Guide* located in your vehicle, or you may request a form by calling NCDS at (866) 272-4872. When you call, please have ready your vehicle identification number (VIN), the names of your selling and servicing dealerships, and the current mileage on your Lexus.

In addition to completing the customer claim form, please provide NCDS with the following information:

- Vehicle year, make, model, VIN, mileage and date of purchase.
- A brief description of your complaint and the actions you have taken to resolve it.
- What action or remedy you believe would resolve your problem.

If you are seeking reimbursement for repairs or incidental expenses, please provide copies of applicable receipts.

Send your request to:

National Center for Dispute Settlement
P.O. Box 457
Mt. Clemens, MI 48046

Upon receipt of your request, NCDS will contact you regarding the status of your case and supply you with additional details about the program.

How does the arbitration process work?

When NCDS receives your request, it will be forwarded to the Lexus area office for response.

At the request of either party or the arbitrators, NCDS may schedule a technical inspection. This may include an inspection of the vehicle by an independent technical expert with a Lexus representative present. The technical expert will forward his or her evaluation to NCDS.

An oral hearing will be held prior to a decision being rendered. At this hearing, all relevant evidence is admissible. You and a Lexus representative will present both sides of the case to the NCDS arbitrator(s). You will each be given an equal opportunity to give testimony and provide documents. Then you will each be given an opportunity for rebuttal. After considering all testimony and documents, the arbitrator(s) will review the applicable legal standards and render a decision within 10 days.

A settlement satisfactory to all parties may be negotiated at any time during the process.

What types of decisions are rendered, and how do I know if Lexus will abide by the decision of the arbitrator(s)?

Arbitrated decisions are based on what the arbitrator(s) believe to be fair and equitable after applying the appropriate legal standards. Remedies include but are not limited to repairs; reimbursement for repairs and incidental expenses, such as towing costs; and repurchase or replacement of your vehicle.

The decision of the arbitrator(s) is binding on Lexus but not on you. Lexus must comply with the decision shortly after it is rendered, usually within 30 days of your acceptance of the decision. NCDS will contact you within 10 days of scheduled compliance to ensure that Lexus has complied in a timely manner.

Are there limits to the scope of arbitrated decisions?

Arbitrated decisions do not include:

- Attorney fees
- Punitive damages
- Multiple damages
- Consequential damages, other than incidental damages that you may be entitled to under law

What other recourse do I have?

If you are dissatisfied with the arbitrator's decision or Lexus' compliance, you may pursue any other legal remedies available to you, including small claims court. You should be aware that the decision of the arbitrator(s) is admissible as evidence in any legal proceedings concerning your vehicle.

Is the Dispute Settlement Program subject to change?

The information in this booklet about the program is correct as of the date of printing. However, the program may be changed without notice. Contact the Lexus Customer Satisfaction Department at (800) 255-3987 for the most current information concerning the Dispute Settlement Program.

You have purchased one of the finest vehicles built in the world today, and it is backed by one of the finest warranties in the industry. This excellent warranty coverage demonstrates not only our confidence in Lexus vehicles, but also our commitment to every Lexus customer. We're dedicated to ensuring that you enjoy exceptional quality, dependability and peace of mind throughout your ownership experience.

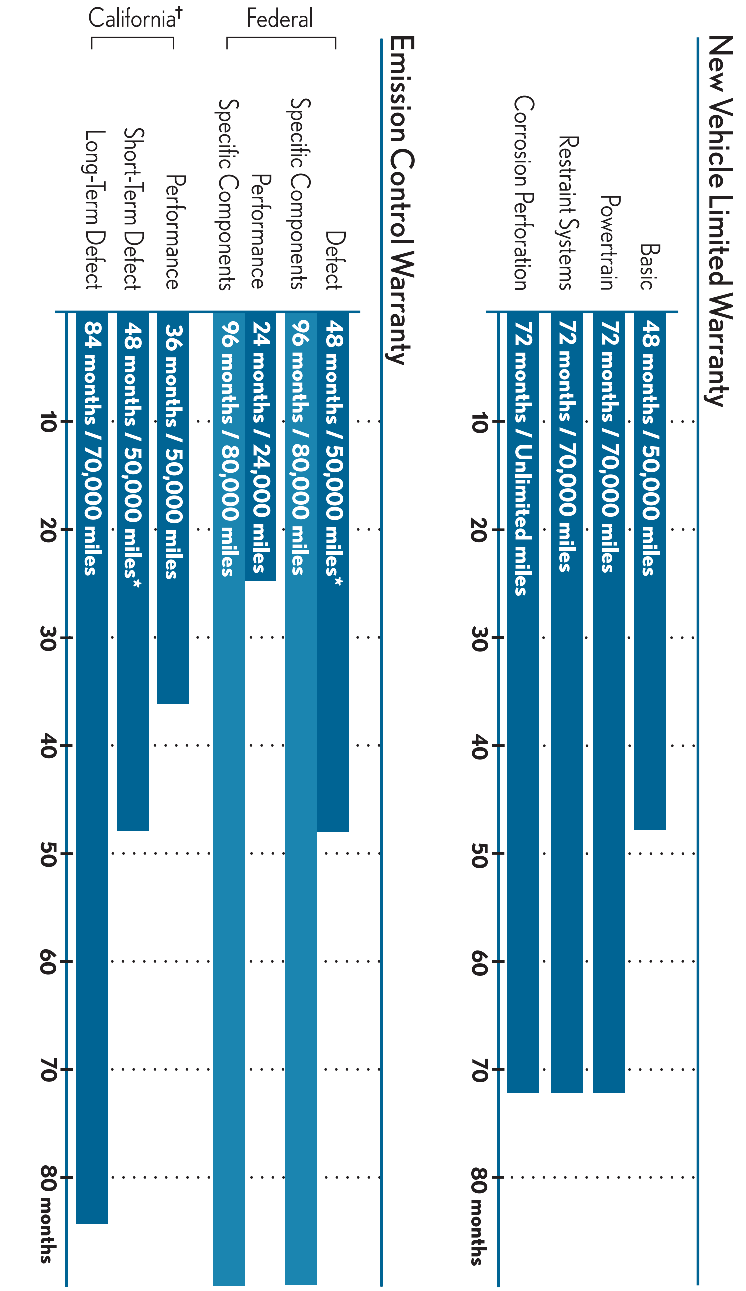
To further demonstrate our commitment to our customers' satisfaction, occasionally we may establish a special policy adjustment to pay for specific repairs that are no longer covered by warranty. When we establish such a policy adjustment, we mail details to all applicable owners on record. That's why it is important to send in the card at the back of this booklet if you change your address or if you have purchased your Lexus from a previous owner.

You've made a wise decision to purchase a Lexus. Your vehicle delivers world-class luxury and performance, along with an unparalleled commitment from Lexus to ensuring your satisfaction. You can be confident – as we are – that you'll enjoy owning your Lexus as much as you enjoy driving it.

This section of the *Warranty and Services Guide* describes the terms of Lexus warranty coverage as well as general owner responsibilities. The section beginning on page 39 describes your vehicle's maintenance requirements. Be sure to review this information carefully, since proper maintenance is required to ensure that warranty coverage remains intact.

All warranty information is the latest available at the time of publication and, with the exception of the emission control warranties, is subject to change without notice.

WARRANTY



*Specific components may have longer coverage under terms of the Powertrain Warranty.

†Also applies to Arizona, Connecticut, Maine, Maryland, Massachusetts, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont and Washington vehicles equipped with a California Certified Emission Control System. Vehicles covered by this warranty are also covered by the Federal Emission Control Warranty.

Who Is the Warrantor

The warrantor for these limited warranties is Lexus, a division of Toyota Motor Sales, U.S.A., Inc., 19001 South Western Avenue, Torrance, California 90509-2991, a California corporation.

Which Vehicles Are Covered

These warranties apply to 2012 model-year Lexus IS 250 and IS 250C models registered and normally operated in the United States, U.S. territories and Canada. Warranty coverage is automatically transferred at no cost to subsequent vehicle owners.

Multiple Warranty Conditions

This booklet contains warranty terms and conditions that may vary depending on the part covered. A warranty for specific parts or systems, such as the Powertrain Warranty or Emission Performance Warranty, is governed by the coverage set forth in that warranty as well as the General Warranty Provisions.

When Warranty Begins

The warranty period begins on the vehicle's in-service date, which is the first date the vehicle is either delivered to an ultimate purchaser, leased, or used as a company car or demonstrator.

Repairs Made at No Charge

Repairs and adjustments covered by these warranties are made at no charge for parts and labor.

Parts Replacement

Any needed parts replacement will be made using new or remanufactured parts. The decision whether a part should be repaired or replaced will be made by the servicing Lexus dealership and/or Lexus. Parts scheduled to be replaced as required maintenance are warranted until their first replacement only.

Note: Lexus remanufactured parts meet or exceed all factory standards for safety, quality and reliability.

Limitations

The performance of necessary repairs and adjustments is the exclusive remedy under these warranties or any implied warranties. Lexus does not authorize any person to create for it any other obligation or liability in connection with this vehicle.

Any implied warranty of merchantability or fitness for a particular purpose is limited to the duration of these written warranties. Some states do not allow restrictions on how long an implied warranty lasts, so this limitation may not apply to you.

Your Rights Under State Law

These warranties give you specific legal rights. You may also have other rights that vary from state to state.

WHAT IS COVERED AND HOW LONG

Basic Warranty

This warranty covers repairs and adjustments needed to correct defects in materials or workmanship of any part supplied by Lexus, subject to the exceptions indicated under "What Is Not Covered" on pages 19–20.

Coverage is for 48 months or 50,000 miles, whichever occurs first, with the exception of wheel alignment and wheel balancing, which are covered for 12 months or 20,000 miles, whichever occurs first.

Powertrain Warranty

This warranty covers repairs needed to correct defects in materials or workmanship of any component listed here and supplied by Lexus, subject to the exceptions indicated under "What Is Not Covered" on pages 19–20.

Coverage is for 72 months or 70,000 miles, whichever occurs first.

Engine

Cylinder block and head and all internal parts, timing belt and cover, flywheel, oil pan, water pump, fuel pump, engine mounts, engine control computer, seals and gaskets.

Transmission and Transaxle

Case and all internal parts, torque converter, clutch cover, mounts, engine control computer, seals and gaskets.

Front-Wheel-Drive System

Drive shaft, axle, hub, bearings, seals and gaskets.

Rear-Wheel-Drive System

Differential carrier assembly, drive shaft, axle carrier, axle case, axle bearing, axle shaft, seals and gaskets.

Restraint Systems Warranty

This warranty covers repairs needed to correct defects in materials or workmanship of any seatbelt or air bag system supplied by Lexus, subject to the exceptions indicated under "What Is Not Covered" on pages 19–20.

Coverage is for 72 months or 70,000 miles, whichever occurs first.

For vehicles sold and registered in Kansas, the warranty for seatbelts and related components is 10 years, regardless of mileage.

Corrosion Perforation Warranty

This warranty covers repair or replacement of any original body panel that develops perforation from corrosion (rust-through), subject to the exceptions indicated under "What Is Not Covered" on pages 19–20.

Coverage is for 72 months, regardless of mileage.

For information on how to protect your vehicle from corrosion, see the section entitled "Service Procedures and Specifications – Body" in the *Owner's Manual*.

Towing

When your vehicle is inoperable due to failure of a warranted part, towing service to the nearest authorized Lexus dealership is covered.

WHAT IS NOT COVERED

This warranty does not cover damage or failures resulting directly or indirectly from any of the following:

- Fire, accidents or theft
- Abuse or negligence
- Misuse – for example, racing or overloading
- Improper repairs
- Alteration or tampering, including installation of non-Genuine Lexus Accessories
- Lack of or improper maintenance, including use of fluids other than those specified in the *Owner's Manual*
- Installation of non-Genuine Lexus Parts
- Airborne chemicals, tree sap, road debris (including stone chips), rail dust, salt, hail, floods, wind storms, lightning and other environmental conditions
- Water contamination

This warranty also does not cover the following:

Tires

Tires are covered by a separate warranty provided by the tire manufacturer. See page 34.

Normal Wear and Tear

Noise, vibration, cosmetic conditions and other deterioration caused by normal wear and tear.

Maintenance Expense*

Normal maintenance services such as engine tune-ups; replacement of fluids and filters; lubrication; cleaning and polishing; replacement of spark plugs and fuses; and replacement of worn wiper blades, brake pads/linings and clutch linings.

Vehicles With Altered Odometer

Failure of a vehicle on which the odometer has been altered so that actual vehicle mileage cannot be readily determined.

Vehicles With Unknown Vehicle Identification Number

Any vehicle for which the original factory-assigned vehicle identification number cannot be determined.

Salvage or Total-Loss Vehicles

Any vehicle that has ever been issued a "salvage" title or similar title under any state's law; or has ever been declared a "total loss" or equivalent by a financial institution or insurer, such as by payment for a claim in lieu of repairs because the cost of repairs exceeded the cash value of the vehicle. This exclusion does not apply to the emission control warranties.

Incidental Damages

Incidental or consequential damages associated with a vehicle failure. Such damages include but are not limited to inconvenience; the cost of transportation, telephone calls and lodging; the loss of personal or commercial property; and the loss of pay or revenue.

**Lexus provides the first two scheduled maintenance services at no charge. See page 4 for details.*

Disclaimer of Extra Expenses and Damages

The performance of necessary repairs and adjustments is the exclusive remedy under this warranty or any implied warranty. Lexus does not authorize any person to create for it any other obligation or liability in connection with this vehicle. Lexus shall not be liable for incidental or consequential damages resulting from breach of this written warranty or any implied warranty.

Any implied warranty of merchantability or fitness for a particular purpose is limited to the duration of this written warranty, except in states where this limitation is not allowed.

DISPUTE RESOLUTION

If a dispute arises regarding your warranty coverage, please follow the steps described on pages 9–10. Please note that you must use the National Center for Dispute Settlement before seeking remedies through a court action pursuant to the Magnuson-Moss Warranty Act. You may also be required to use the National Center for Dispute Settlement before seeking remedies under the Lemon Laws of your state. For the requirements applicable to your state, see the appropriate page of the *Lemon Law Guide* located in your vehicle.

WHAT IS COVERED AND HOW LONG

Emission Defect Warranty

Lexus warrants that your vehicle:

- Was designed, built and equipped to conform at the time of sale with applicable federal emissions standards.
- Is free from defects in materials and workmanship that may cause the vehicle to fail to meet these standards.

Federal regulations require that this warranty be in effect for two years or 24,000 miles from the vehicle's in-service date, whichever occurs first. However, under the terms of the Basic Warranty, Lexus provides coverage of four years or 50,000 miles, whichever occurs first. Specific components may have longer coverage under the terms of the Powertrain Warranty. Additionally, components marked "8/80" in the parts list on pages 23–24 have coverage of eight years or 80,000 miles, whichever occurs first.

Emission Performance Warranty

Some states and localities have established vehicle inspection and maintenance (I/M) programs to encourage proper vehicle maintenance. If an EPA-approved I/M program is in force in your area, you are eligible for Emission Performance Warranty coverage.

Under the terms of the Emission Performance Warranty and federal regulations, Lexus will make all necessary repairs if both of the following occur:

- Your vehicle fails to meet applicable emissions standards as determined by an EPA-approved emissions test.
- This failure results or will result in some penalty to you – such as a fine or denial of the right to use your vehicle – under local, state or federal law.

This warranty is in effect for two years or 24,000 miles from the vehicle's in-service date, whichever occurs first. Additionally, components marked "8/80" in the parts list on pages 23–24 have coverage of eight years or 80,000 miles, whichever occurs first.

WHAT IS NOT COVERED

These warranty obligations do not apply to failures or noncompliance caused by:

- The use of replacement parts not certified in accordance with aftermarket parts certification regulations.
- The use of replacement parts not equivalent in quality or design to original equipment parts.

Provisions under the "What Is Not Covered" section of the New Vehicle Limited Warranty also apply to this warranty.

WARRANTY PARTS LIST

Air Conditioning System

- Compressor
- Condenser
- Evaporator
- Associated parts

Air/Fuel Metering System

- Air/fuel ratio feedback control system
- Cold-start enrichment system
- Deceleration control system
- Electronic fuel injection system components
  - – Airflow sensor
  - – Engine control module (8/80)
  - – Throttle body
  - – Other components

Air Induction System

- Intake manifold and intake air surge tank

Air Injection System

- Air injection manifold
- Air injection pump
- Airflow control valves

8/80 = Covered for eight years or 80,000 miles, whichever occurs first.

Catalyst System

- Catalytic converter and protector **(8/80)**
- Constricted fuel filler neck
- Exhaust manifold
- Exhaust pipe (manifold to catalyst and/or catalyst to catalyst)

Evaporative Control System

- Charcoal canister
- Diaphragm valve
- Fuel filler cap
- Fuel tank
- Vapor liquid separator

Exhaust Gas Recirculation (EGR) System

- EGR gas temperature sensor
- EGR valve
- Associated parts

Ignition System

- Distributor and internal parts
- Ignition coil and ignitor
- Ignition wires
- Spark plugs*

Positive Crankcase Ventilation (PCV) System

- Oil filler cap
- PCV valve or orifice

Other Parts Used in Systems Listed

- Data link connector **(8/80)**
- Hoses, clamps, fittings, tubing and mounting hardware
- Malfunction indicator light and bulb **(8/80)**
- Pulleys, belts and idlers
- Sealing gaskets and devices
- Sensors, solenoids, switches and valves

8/80 = Covered for eight years or 80,000 miles, whichever occurs first.

**Warranted until first required maintenance under terms of the California Emission Control Warranty.*

MAINTENANCE

You are responsible for performance of the required maintenance indicated in the *Owner's Manual* and this guide. Lexus will not deny a warranty claim solely because you do not have records to show that you maintained your vehicle. However, any failure or noncompliance caused by lack of maintenance is not covered by this warranty.

When maintenance and repairs are paid for by you, these services may be performed by you or by any automotive service provider you choose. Lexus will not deny a warranty claim solely because you used a service provider other than a Lexus dealership for maintenance and repairs. However, any failure or noncompliance caused by improper maintenance or repairs is not covered by this warranty.

REPLACEMENT PARTS

To ensure optimum performance and maintain the quality built into your vehicle's emission control systems, Lexus recommends the use of Genuine Lexus Parts when servicing or repairing the systems.

Warranty coverage is not dependent upon the use of any particular brand of replacement parts and you may elect to use non-Genuine Lexus Parts for maintenance and repairs. However, use of replacement parts that are not equivalent in quality to Genuine Lexus Parts may impair the effectiveness of the emission control systems.

If you use replacement parts that have maintenance or replacement schedules different from those of Genuine Lexus Parts, you must follow the maintenance and replacement schedules for the parts you are using. In addition, you should ensure that such parts are warranted by their manufacturers to be equivalent to Genuine Lexus Parts.

IF YOUR VEHICLE FAILS AN EMISSIONS TEST

If your vehicle fails an EPA-approved emissions test, you may make a claim under the Emission Performance Warranty. To do so, take your vehicle to an authorized Lexus dealership and present a copy of the emissions test report. Also, take your maintenance records in case they are needed.

If your claim qualifies for coverage, the dealership will repair your vehicle within 30 days (unless a shorter period is required by law). If your claim is denied, Lexus will notify you in writing of the reason within the same period. If we fail to do so, we will repair your vehicle free of charge. The only exceptions allowed are when you request or agree to a delay, or when a delay is caused by factors beyond the control of Lexus or the dealership.

For information on how to obtain service under the Emission Defect Warranty, see page 37, "Obtaining Warranty Service."

IF YOU HAVE QUESTIONS

If you have questions or concerns about your vehicle's federal emission warranty coverage, please follow the steps described on pages 9–10. In the case of the Emission Performance Warranty, you may also request information from or report complaints to:

U.S. Environmental Protection Agency
Vehicle Programs & Compliance Division (6405J)
Attn: Warranty Complaints
401 M Street SW
Washington, D.C. 20460

Vehicles equipped with a California Certified Emission Control System that are registered and operated in California or any state that adopts California emission warranty provisions are also covered by the California Emission Control Warranty (see page 28). Arizona, Connecticut, Maine, Maryland, Massachusetts, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont and Washington are the other states to which the California Emission Control Warranty currently applies.

DEALER CERTIFICATE

We (the dealership) want you to know that at the time your new Lexus vehicle is being delivered:

1) On the basis of written notification furnished by Lexus, we have knowledge that the vehicle is covered by an EPA Certificate of Conformity.

2) We have visually inspected those emission control devices or portions thereof that are visible without removing or adjusting any components or systems, emissions-related or otherwise. On the basis of this inspection, there are no apparent deficiencies in the installation of emission control devices by Lexus. (For purposes of this certificate, "emission control devices" is limited to devices installed on a vehicle for the sole or primary purpose of controlling emissions and which were not in general use before 1968.)

3) We have performed all emission control system preparations required by Lexus prior to the sale of the vehicle as set forth in Lexus' current pre-delivery service manual.

4) Except as may be provided in Paragraph 5, if this vehicle fails an EPA-approved emissions test within three months or 4,000 miles (whichever comes first) of delivery to the ultimate purchaser, and the vehicle has been maintained and used in accordance with the written instructions for proper maintenance and use, Lexus will remedy the nonconformity free of charge under the terms of the Emission Performance Warranty.

5) If vehicle was used as a company car or demonstrator, check box and complete the following:

☐ The vehicle with which this statement is delivered was placed into service as a company car or demonstrator prior to delivery. The Emission Performance Warranty period commenced on the date the vehicle was first placed into service, which was

____

Month Day Year

Note: The dealership makes no representation or warranty that the emission control system or any part thereof is without defect or that the system will perform properly. The Emission Performance Warranty referred to in Paragraph 4 and furnished with the vehicle is solely that of the manufacturer.

This statement is required by section 207 of the Clean Air Act (42 U.S.C. 7541) and the EPA regulations issued thereunder.

____

Dealership name

Vehicles equipped with a California Certified Emission Control System that are registered and operated in California or any state that adopts California emission warranty provisions are covered by this warranty. Arizona, Connecticut, Maine, Maryland, Massachusetts, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont and Washington are the other states to which this warranty currently applies. Vehicles covered by this warranty are also covered by the Federal Emission Control Warranty (see page 22).

YOUR WARRANTY RIGHTS AND OBLIGATIONS

The California Air Resources Board (CARB) and Lexus are pleased to explain the emission control system warranty for your 2012 vehicle. In California, new motor vehicles must be designed, built and equipped to meet the state's stringent anti-smog standards. CARB regulations require that Lexus must warrant the emission control system on your vehicle for the time periods indicated on the next page, provided there has been no abuse, neglect or improper maintenance of your vehicle.

Your emission control system may include parts such as the fuel injection system, ignition system, catalytic converter and engine computer. Also included may be hoses, belts, connectors and other emissions-related assemblies.

Where a warrantable condition exists, Lexus will repair your vehicle at no cost to you, including diagnosis, parts and labor.

MANUFACTURER'S WARRANTY COVERAGE

1) For three years or 50,000 miles, whichever occurs first:
   - If your vehicle fails a smog-check test, all necessary repairs and adjustments will be made by Lexus to ensure that your vehicle passes the test. This is your Emission Control System PERFORMANCE WARRANTY.
   - If an emissions-related part listed on pages 23–24 is defective, the part will be repaired or replaced by Lexus. This is your SHORT-TERM Emission Control System DEFECT WARRANTY.
     Note: Under the terms of the Basic Warranty, Lexus provides coverage of four years or 50,000 miles, whichever occurs first. Specific components may have longer coverage under the terms of the Powertrain Warranty.
2) For seven years or 70,000 miles, whichever occurs first:
   - If an emissions-related part listed on page 30 is defective, the part will be repaired or replaced by Lexus. This is your LONG-TERM Emission Control System DEFECT WARRANTY.

OWNER'S WARRANTY RESPONSIBILITIES

You are responsible for performance of the required maintenance indicated in the *Owner's Manual* and this guide. Lexus recommends that you retain all receipts covering maintenance on your vehicle, but Lexus cannot deny warranty coverage solely for the lack of receipts or your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to a Lexus dealership as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

You should also be aware that Lexus may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact the Lexus Customer Satisfaction Department at (800) 255-3987 or the California Air Resources Board, Mobile Source Control Division, at 9528 Telstar Avenue, P.O. Box 8001, El Monte, CA 91734-8001.

WHAT IS NOT COVERED

These warranty obligations do not apply to failures or noncompliance caused by:

- The use of replacement parts not certified in accordance with aftermarket parts certification regulations.
- The use of replacement parts not equivalent in quality or design to original equipment parts.

Provisions under the "What Is Not Covered" section of the New Vehicle Limited Warranty also apply to this warranty.

PARTS LIST: LONG-TERM EMISSION DEFECT WARRANTY

The parts listed here are covered for seven years or 70,000 miles from the vehicle's in-service date, whichever occurs first.

Air Conditioning System

- A/C tube and accessory
- A/C tube and accessory O-ring
- Compressor
- Condenser
- Evaporator
- Evaporator O-ring
- Expansion valve no. 1

Air/Fuel Metering System

- Engine control computer (engine control module)
- Fuel pump
- Injector
- Throttle body

Air Induction System

- Intake manifold and intake air surge tank

Catalyst System

- Exhaust front pipe (including catalytic converter)
- Exhaust manifold (including manifold converter)

Evaporative Control System

- Fuel tank

Ignition System

- Knock sensor

Other Parts Used in Systems Listed

- Transmission solenoid

MAINTENANCE

You are responsible for performance of the required maintenance indicated in the *Owner's Manual* and this guide. Lexus will not deny a warranty claim solely because you do not have records to show that you maintained your vehicle. However, any failure or noncompliance caused by lack of maintenance is not covered by this warranty.

When maintenance and repairs are paid for by you, these services may be performed by you or by any automotive service provider you choose. Lexus will not deny a warranty claim solely because you used a service provider other than a Lexus dealership for maintenance and repairs. However, any failure or noncompliance caused by improper maintenance or repairs is not covered by this warranty.

REPLACEMENT PARTS

To ensure optimum performance and maintain the quality built into your vehicle's emission control systems, Lexus recommends the use of Genuine Lexus Parts when servicing or repairing the systems.

Warranty coverage is not dependent upon the use of any particular brand of replacement parts and you may elect to use non-Genuine Lexus Parts for maintenance and repairs. However, use of replacement parts that are not equivalent in quality to Genuine Lexus Parts may impair the effectiveness of the emission control systems.

If you use replacement parts that have maintenance or replacement schedules different from those of Genuine Lexus Parts, you must follow the maintenance and replacement schedules for the parts you are using. In addition, you should ensure that such parts are warranted by their manufacturers to be equivalent to Genuine Lexus Parts.

IF YOUR VEHICLE FAILS A SMOG-CHECK TEST

If your vehicle fails a smog-check test, you may make a claim under the Emission Performance Warranty. To do so, take your vehicle to an authorized Lexus dealership and present a copy of the smog-check test report. Also, take your maintenance records in case they are needed.

If your claim qualifies for coverage, the dealership will repair your vehicle within 30 days (unless a shorter period is required by law). If your claim is denied, Lexus will notify you in writing of the reason within the same period. If we fail to do so, we will repair your vehicle free of charge. The only exceptions allowed are when you request or agree to a delay, or when a delay is caused by factors beyond the control of Lexus or the dealership.

For information on how to obtain service under the Emission Defect Warranty, see page 37, "Obtaining Warranty Service."

REPAIR DELAYS

If a Lexus dealership is unable to complete repairs on your vehicle within 30 days, you may have the repairs made under Lexus' provisions for emergency warranty repairs. See page 37 for details.

IF YOU HAVE QUESTIONS

If you have questions or concerns about your vehicle's California emission warranty coverage, please follow the steps described on pages 9–10. You may also request information from or report complaints to:

California Air Resources Board
Mobile Source Control Division
P.O. Box 8001
El Monte, CA 91734-8001
(800) 242-4450

OBTAINING WARRANTY SERVICE

The tires that come as original equipment on your vehicle are warranted by their manufacturer and not Lexus. Please refer to the tire warranty statement included with the owner information in your vehicle.

To obtain warranty service for a tire, take the tire to an authorized dealer of the tire manufacturer. (Refer to your local phone directory for dealer locations.) Your Lexus dealer may also be able to assist you in obtaining warranty service from the manufacturer.

For additional warranty information or service assistance, contact the tire manufacturer directly.

ORIGINAL EQUIPMENT TIRE MANUFACTURERS

Bridgestone/Firestone
535 Marriott Drive
Nashville, TN 37214
Bridgestone: (800) 847-3272
Firestone: (800) 356-4644

Dunlop Tires
1144 East Market Street
Akron, OH 44316
(800) 321-2136

Michelin North America
One Park Way South
P.O. Box 19001
Greenville, SC 29602
(800) 847-3435

GENERAL INFORMATION

You are responsible for ensuring that your Lexus is operated and maintained according to the instructions in the *Owner's Manual* and the "Maintenance Information" section of this guide.

You should keep detailed records of vehicle maintenance, since under some circumstances they may be required for warranty coverage. These records should include date of service, mileage at time of service and a description of service performed and/or parts installed. For your convenience, maintenance logs are included in the "Maintenance Information" section of this guide. If you sell your vehicle, you should give your maintenance records to the new owner.

Lexus will not deny a warranty claim solely because you do not have records to show that you maintained your vehicle. However, damage or failures caused by lack of proper maintenance are not covered under warranty.

WHERE TO GO FOR MAINTENANCE

You may have maintenance performed on your vehicle by any qualified person or facility. However, Lexus recommends having maintenance performed by an authorized Lexus dealership.

Lexus dealership technicians are specially trained to maintain and repair Lexus vehicles. They stay current on the latest service information through Lexus technical bulletins, service publications and training courses. Many are also certified through the Lexus Commitment to Perfection Certification Program, which requires specialized, state-of-the-art training as well as rigorous exams through both Lexus and the National Institute for Automotive Service Excellence.

You can be confident you're getting the best possible service for your vehicle when you take it to a Lexus dealership. Plus, a Lexus dealership will always use Genuine Lexus Parts designed specifically for your vehicle.

REPLACEMENT PARTS

Warranty coverage is not dependent upon the use of any particular brand of replacement parts. However, Lexus recommends using only Genuine Lexus Parts when you need to replace a part on your vehicle. Like all Lexus products, Genuine Lexus Parts are built to the highest standards of quality, durability and performance. They are also designed to fit your vehicle's exact specifications.

Your Lexus dealership maintains an extensive inventory of Genuine Lexus Parts to meet your vehicle service needs. And because it is linked electronically to Lexus Parts Distribution Centers, the dealership has quick access to any parts it may not have in stock.

Genuine Lexus Parts are covered by their own warranty (see your dealer for details) or the remainder of any applicable New Vehicle Limited Warranty, whichever is longer. **Non-Genuine Lexus Parts, or any damage or failures resulting from their use, are not covered by any Lexus warranty.**

BY GEOGRAPHIC REGION

In the United States, U.S. Territories and Canada

To obtain warranty service in the United States, U.S. territories or Canada, take your vehicle to an authorized Lexus dealership. If your vehicle cannot be driven, contact your nearest Lexus dealership for towing assistance. You do not have to pay for towing to the nearest Lexus dealership if your vehicle is inoperable due to failure of a warranted part.

Outside the United States, U.S. Territories and Canada

If you are using your vehicle outside the United States, U.S. territories and Canada and need warranty service, contact a local Lexus dealership. Please note, however, that your vehicle may not be repaired free of charge because the local Lexus distributor may have no obligation to provide warranty service for your vehicle, and/or your vehicle may not comply with local regulatory or environmental requirements.

EMERGENCY REPAIRS

Lexus recommends having maintenance and repairs for your vehicle performed by an authorized Lexus dealership. To locate your nearest authorized Lexus dealership, log on to **www.lexus.com** or contact Lexus Customer Satisfaction at (800) 255-3987.

Maintenance and repairs not performed by an authorized Lexus dealership should be performed by a qualified technician following procedures in Lexus service and repair publications.

If your vehicle is inoperable or unsafe to drive and there is no Lexus dealership reasonably available to make repairs, you may perform the repairs yourself or have them performed by another automotive service provider. Lexus will reimburse you for any of the repairs that are covered by warranty. To receive reimbursement, present to an authorized Lexus dealership your paid repair invoices and any parts that were removed from the vehicle. You will be reimbursed for warranted parts at the manufacturer's suggested retail price and warranted

labor at a geographically appropriate hourly rate multiplied by Lexus' recommended time allowance for the repair.

If your vehicle requires emergency repair, Lexus assumes no liability for subsequent failures caused by improper repairs or the use of non-Genuine Lexus Parts unless you have the vehicle properly repaired in a timely manner. To ensure that warranty coverage remains intact, have your vehicle inspected by an authorized Lexus dealership as soon as possible after an emergency repair.

Regular maintenance is essential to obtaining the highest level of performance, safety and reliability from your Lexus. It can also enhance your vehicle's resale value. This section of the *Warranty and Services Guide* is designed to help you make sure your vehicle receives proper and timely maintenance. It includes factory-recommended maintenance guidelines as well as logs in which to document your vehicle's maintenance history.

In addition to scheduled maintenance, your Lexus requires ongoing general maintenance such as fluid checks and visual inspections. These procedures are listed on pages 42–43 of this booklet and described in detail in the "Maintenance" section of the *Owner's Manual*.

It is especially important to check your vehicle's engine oil once a month and to regularly replace the engine oil and oil filter. Failure to do so can cause oil starvation and/or oil gelling, which can result in severe damage to your vehicle and require costly repairs that are not covered by the New Vehicle Limited Warranty.

With proper maintenance and care, your vehicle will last longer and deliver more dependable, economical performance. Follow this booklet's recommendations and you'll enjoy maximum reliability and peace of mind from your Lexus for many years to come.

Maintaining your vehicle according to the recommendations in this booklet is required to ensure that your warranty coverage remains intact. You should keep detailed records of vehicle maintenance, including date of service, mileage at time of service and a description of service and/or parts installation performed. The maintenance logs in this booklet are a good place to record this information. If you sell your vehicle, be sure to give your maintenance records to the new owner.

Lexus will not deny a warranty claim solely because you do not have records to show that you maintained your vehicle. However, damage or failures caused by lack of proper maintenance are not covered under warranty.

Maintenance and repair services may be performed by you or by any automotive service provider you choose. Lexus will not deny a warranty claim solely because you used a service provider other than a Lexus dealership for maintenance and repairs. However, damage or failures caused by improper maintenance or repairs are not covered under warranty.

Your dealer may recommend more frequent maintenance intervals or more maintenance services than those listed in the scheduled maintenance log. These additional services are not required to maintain your warranty coverage. Ask your dealer for an explanation of any recommended maintenance not included in the scheduled maintenance log.

For a complete description of Lexus warranty coverages, see pages 16–33 of this booklet.

To ensure that your vehicle receives first-quality service and factory-authorized parts, Lexus recommends having maintenance performed by an authorized Lexus dealership. To locate your nearest authorized Lexus dealership, log on to **www.lexus.com** or contact Lexus Customer Satisfaction at (800) 255-3987.

Lexus dealership technicians are experts in the maintenance and repair of Lexus vehicles. They stay current on the latest service information through Lexus technical bulletins, service publications and training courses. Many are also certified through the Lexus Commitment to Perfection Certification Program, which requires specialized, state-of-the-art training as well as rigorous exams through both Lexus and the National Institute for Automotive Service Excellence.

Additionally, when you have your vehicle serviced at a Lexus dealership, your service information is recorded in the Lexus National Service History database. This is the first database of its kind in the automotive industry. It can be accessed by any Lexus dealership in the U.S. – a great convenience if you relocate or need to have your vehicle serviced while traveling.

You can be confident you're getting the best possible service for your vehicle when you take it to a Lexus dealership. Don't trust your investment to anything less than a team of Lexus specialists.

> Maintenance and repairs not performed by an authorized Lexus dealership should be performed by a qualified technician following procedures in Lexus service and repair publications.

In addition to scheduled maintenance, your Lexus requires ongoing general maintenance such as fluid checks and visual inspections. The recommended guidelines for inspections are listed below. Please refer to the "Maintenance" section of the *Owner's Manual* for a detailed description of inspection procedures.

Every 30 Days

At least once every 30 days, perform these inspections:

- Check engine oil level using the dipstick
- Visually check engine coolant level on the see-through reservoir (under cover)
- Visually check brake fluid level on the see-through reservoir
- Visually check condition of battery
- Check level of windshield washer fluid
- Check tire pressure
- Check tires for damage and wear
- Check installation of driver's floor mat

After a Car Wash

- Check installation of driver's floor mat

When Cleaning the Interior

- Remove dirt and dust with a vacuum cleaner. Wipe dirty surfaces with a soft cloth dampened with warm water.
- When cleaning leather interior, remove dirt and dust with a vacuum cleaner. Using a sponge, apply a small amount of neutral wool detergent mixed in water, rubbing in a circular motion. Wipe off any excess detergent and let leather dry in an open-air location.
- When cleaning carpet, remove dirt and dust with a vacuum cleaner. Apply a foaming-type carpet cleaner with a sponge or brush, allowing cleaner to work for a few minutes to loosen dirt. Continue by rubbing carpet in a circular motion. Wipe off any excess cleaner with a clean cloth. If any dirt remains, repeat process. Best results are obtained by keeping the carpet as dry as possible.

When Cleaning the Exterior

- Working from top to bottom, apply lots of low-pressure water to the body, wheel wells and underside of vehicle to remove dirt and dust. Wash the vehicle body using a soft sponge or cotton cloth with mild car-wash soap. Rinse off with water.
- If water does not bead on a clean vehicle surface, apply car wax using a soft cotton cloth when the body of the vehicle is cool.

When Cleaning the Wheels

- Wait for hot wheels to cool before getting wheels wet.
- Using a soft sponge or cotton cloth, apply same mild car-wash soap as used for the vehicle body. Quickly rinse off with water. Using a soft cotton cloth, apply same car wax as used for the vehicle body.

Determining Your Maintenance Interval: Months vs. Mileage

Lexus recommends obtaining scheduled maintenance for your vehicle every six months or 5,000 miles, whichever occurs first.

For example:

- If at six months you have driven less than 5,000 miles, you should obtain maintenance at **six months**; don't wait until 5,000 miles.
- If you drive 5,000 miles in less than six months, you should obtain maintenance at **5,000 miles**; don't wait until six months.

Be sure to keep an eye on your mileage so that you obtain maintenance when recommended. If you are a low-mileage driver, mark your calendar to remind yourself to obtain maintenance every six months.

Special Operating Conditions

In addition to standard maintenance items, vehicles that are driven under special operating conditions require further maintenance service. These special operating conditions, which put added demands on a vehicle, include:

- Driving on dirt roads or on dusty roads
- Repeated trips of less than five miles in temperatures below 32° F or 0° C
- Extensive idling and/or low-speed driving for long distances, such as police, taxi or door-to-door delivery use

If you drive primarily under any of the conditions noted, you should replace the engine oil and oil filter every six months or 5,000 miles. Some of these special operating conditions require other maintenance items; these items are indicated in each maintenance chart.

If you drive only occasionally under any of the special operating conditions noted, it is not necessary to change the oil every six months or 5,000 miles or to perform the additional services listed in the charts. This added maintenance is required only if you drive primarily under any of the special operating conditions.

Complimentary First Scheduled Maintenance Service: Six Months or 5,000 Miles

Lexus provides your first scheduled maintenance service at no charge. The service is performed at six months or 5,000 miles, whichever occurs first. To obtain this service, contact your Lexus dealership. Your complimentary service will include these items:

- Inspect and adjust all fluid levels
- Program Lexus Personalized Settings, if requested
- Reset maintenance reminder light
- Rotate tires
- Visually inspect brake pads, calipers and rotors
- Check installation of driver's floor mat
- Road-test vehicle

What are Lexus Personalized Settings?

Your vehicle includes a variety of electronic features that can be programmed to your preferences. For example, doors can be programmed to remain locked when you shift into "Park." (For more information, see the "Customizable Features" section of the Specifications chapter in your *Owner's Manual*.) Programming of these features is performed once at no charge, provided you obtain the service at the six-month/5,000-mile scheduled maintenance service. Programming of some Lexus Personalized Settings requires special equipment and may be performed only by an authorized Lexus dealership.

Complimentary Second Scheduled Maintenance Service: 12 Months or 10,000 Miles

Lexus also provides your second scheduled maintenance service at no charge. The service is performed at 12 months or 10,000 miles, whichever occurs first. To obtain this service, contact your Lexus dealership. Your complimentary service will include these items:

- Replace engine oil with 0W-20 oil; replace oil filter
- Reset maintenance reminder light
- Rotate tires
- Visually inspect brake pads, calipers and rotors
- Check installation of driver's floor mat
- Road-test vehicle

If you do the majority of your driving under certain special operating conditions, additional items are included in this service. See the "12 Months or 10,000 Miles" chart on page 48.

NOTES

6 Months or 5,000 Miles[1]

- ❑ Inspect and adjust all fluid levels
- ❑ Program Lexus Personalized Settings, if requested
- ❑ Reset maintenance reminder light
- ❑ Rotate tires[3]
- ❑ Visually inspect brake pads, calipers and rotors
- ❑ Check installation of driver's floor mat
- ❑ Road-test vehicle

Note: If you drive primarily under certain special operating conditions, you should also replace the engine oil with 0W-20 oil and replace the oil filter. See page 44 for conditions that apply. Some conditions require additional maintenance. See below.

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❑ Inspect axle shaft boots
- ❑ Inspect ball joints and dust covers
- ❑ Inspect engine air filter
- ❑ Inspect steering linkage and boots
- ❑ Tighten nuts and bolts on chassis

Date: ________ Mileage: ________

12 Months or 10,000 Miles[2]

- ❑ Replace engine oil with 0W-20 oil; replace oil filter
- ❑ Reset maintenance reminder light
- ❑ Rotate tires[3]
- ❑ Visually inspect brake pads, calipers and rotors
- ❑ Check installation of driver's floor mat
- ❑ Road-test vehicle

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❑ Inspect axle shaft boots
- ❑ Inspect ball joints and dust covers
- ❑ Inspect engine air filter
- ❑ Inspect steering linkage and boots
- ❑ Tighten nuts and bolts on chassis

Date: ________ Mileage: ________

[1] *This service, excluding maintenance required for special operating conditions, is complimentary when performed by an authorized Lexus dealership.*

[2] *This service is complimentary when performed by an authorized Lexus dealership.*

[3] *Applies to models with same size front and rear tires and wheels.*

18 Months or 15,000 Miles

- ❑ Clean air conditioner filter
- ❑ Inspect and adjust all fluid levels
- ❑ Replace Smart Key battery
- ❑ Reset maintenance reminder light
- ❑ Rotate tires[1]
- ❑ Visually inspect brake pads, calipers and rotors
- ❑ Check installation of driver's floor mat
- ❑ Road-test vehicle
- ❑ Inspect the following:
  - ___Axle shaft boots
  - ___Ball joints and dust covers
  - ___Body
  - ___Brake lines and hoses
  - ___Engine coolant (see page 69)
  - ___Exhaust pipes and mountings
  - ___Front differential oil (IS 250 AWD)
  - ___Rack and pinion assembly
  - ___Rear differential oil
  - ___Steering linkage and boots

Note: If 0W-20 oil was not used at last oil change, or if you drive primarily under certain special operating conditions, you should also replace the engine oil with 0W-20 oil and replace the oil filter. See page 44 for conditions that apply. Some conditions require additional maintenance. See below.

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❑ Inspect engine air filter
- ❑ Tighten nuts and bolts on chassis

Date: ______________________________ Mileage: ______________________________

[1]*Applies to models with same size front and rear tires and wheels.*

24 Months or 20,000 Miles

- ❏ Replace engine oil with 0W-20 oil; replace oil filter
- ❏ Reset maintenance reminder light
- ❏ Rotate tires[1]
- ❏ Visually inspect brake pads, calipers and rotors
- ❏ Check installation of driver's floor mat
- ❏ Road-test vehicle

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❏ Inspect axle shaft boots
- ❏ Inspect ball joints and dust covers
- ❏ Inspect engine air filter
- ❏ Inspect steering linkage and boots
- ❏ Tighten nuts and bolts on chassis

Date: ________ Mileage: ________

30 Months or 25,000 Miles

- ❏ Inspect and adjust all fluid levels
- ❏ Reset maintenance reminder light
- ❏ Rotate tires[1]
- ❏ Visually inspect brake pads, calipers and rotors
- ❏ Check installation of driver's floor mat
- ❏ Road-test vehicle

Note: If 0W-20 oil was not used at last oil change, or if you drive primarily under certain special operating conditions, you should also replace the engine oil with 0W-20 oil and replace the oil filter. See page 44 for conditions that apply. Some conditions require additional maintenance. See below.

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❏ Inspect axle shaft boots
- ❏ Inspect ball joints and dust covers
- ❏ Inspect engine air filter
- ❏ Inspect steering linkage and boots
- ❏ Tighten nuts and bolts on chassis

Date: ________ Mileage: ________

[1] *Applies to models with same size front and rear tires and wheels.*

36 Months or 30,000 Miles

- ❏ Replace engine oil with 0W-20 oil; replace oil filter
- ❏ Reset maintenance reminder light
- ❏ Rotate tires[1]
- ❏ Replace air conditioner filter
- ❏ Replace brake fluid
- ❏ Replace engine air filter
- ❏ Inspect the following:
  - ___Axle shaft boots
  - ___Ball joints and dust covers
  - ___Body
  - ___Brake lines and hoses
  - ___Brake pad and rotor thickness
  - ___Brake rotor runout
  - ___Engine coolant (see page 69)
  - ___Exhaust pipes and mountings
  - ___Front differential oil (IS 250 AWD)
  - ___Fuel lines and connections, fuel tank band and fuel tank vapor vent system hoses
  - ___Fuel tank cap gasket
  - ___Rack and pinion assembly
  - ___Rear differential oil
  - ___Steering linkage and boots
  - ___Transfer case for signs of leakage (IS 250 AWD)
  - ___Transmission for signs of leakage
- ❏ Replace Smart Key battery
- ❏ Visually inspect brake pads, calipers and rotors
- ❏ Check installation of driver's floor mat
- ❏ Road-test vehicle

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❏ Tighten nuts and bolts on chassis

Date: ______________________________ Mileage: ______________________________

[1]*Applies to models with same size front and rear tires and wheels.*

MAINTENANCE

42 Months or 35,000 Miles

- ❏ Inspect and adjust all fluid levels
- ❏ Reset maintenance reminder light
- ❏ Rotate tires[1]
- ❏ Visually inspect brake pads, calipers and rotors
- ❏ Check installation of driver's floor mat
- ❏ Road-test vehicle

Note: If 0W-20 oil was not used at last oil change, or if you drive primarily under certain special operating conditions, you should also replace the engine oil with 0W-20 oil and replace the oil filter. See page 44 for conditions that apply. Some conditions require additional maintenance. See below.

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❏ Inspect axle shaft boots
- ❏ Inspect ball joints and dust covers
- ❏ Inspect engine air filter
- ❏ Inspect steering linkage and boots
- ❏ Tighten nuts and bolts on chassis

Date: ________ Mileage: ________

48 Months or 40,000 Miles

- ❏ Replace engine oil with 0W-20 oil; replace oil filter
- ❏ Reset maintenance reminder light
- ❏ Rotate tires[1]
- ❏ Visually inspect brake pads, calipers and rotors
- ❏ Check installation of driver's floor mat
- ❏ Road-test vehicle

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❏ Inspect axle shaft boots
- ❏ Inspect ball joints and dust covers
- ❏ Inspect engine air filter
- ❏ Inspect steering linkage and boots
- ❏ Tighten nuts and bolts on chassis

Date: ________ Mileage: ________

[1]*Applies to models with same size front and rear tires and wheels.*

54 Months or 45,000 Miles

- ❑ Clean air conditioner filter
- ❑ Inspect and adjust all fluid levels
- ❑ Replace Smart Key battery
- ❑ Reset maintenance reminder light
- ❑ Rotate tires[1]
- ❑ Visually inspect brake pads, calipers and rotors
- ❑ Check installation of driver's floor mat
- ❑ Road-test vehicle
- ❑ Inspect the following:

___Axle shaft boots
___Ball joints and dust covers
___Body
___Brake lines and hoses
___Engine coolant (see page 69)
___Exhaust pipes and mountings
___Front differential oil (IS 250 AWD)
___Rack and pinion assembly
___Rear differential oil
___Steering linkage and boots

Note: If 0W-20 oil was not used at last oil change, or if you drive primarily under certain special operating conditions, you should also replace the engine oil with 0W-20 oil and replace the oil filter. See page 44 for conditions that apply. Some conditions require additional maintenance. See below.

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❑ Inspect engine air filter
- ❑ Tighten nuts and bolts on chassis

Date: ______________________________ Mileage: ______________________________

MAINTENANCE

[1]*Applies to models with same size front and rear tires and wheels.*

60 Months or 50,000 Miles

- ❑ Replace engine oil with 0W-20 oil; replace oil filter
- ❑ Reset maintenance reminder light
- ❑ Rotate tires[1]
- ❑ Visually inspect brake pads, calipers and rotors
- ❑ Check installation of driver's floor mat
- ❑ Road-test vehicle

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❑ Inspect axle shaft boots
- ❑ Inspect ball joints and dust covers
- ❑ Inspect engine air filter
- ❑ Inspect steering linkage and boots
- ❑ Tighten nuts and bolts on chassis

Date: ________ Mileage: ________

66 Months or 55,000 Miles

- ❑ Inspect and adjust all fluid levels
- ❑ Reset maintenance reminder light
- ❑ Rotate tires[1]
- ❑ Visually inspect brake pads, calipers and rotors
- ❑ Check installation of driver's floor mat
- ❑ Road-test vehicle

Note: If 0W-20 oil was not used at last oil change, or if you drive primarily under certain special operating conditions, you should also replace the engine oil with 0W-20 oil and replace the oil filter. See page 44 for conditions that apply. Some conditions require additional maintenance. See below.

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❑ Inspect axle shaft boots
- ❑ Inspect ball joints and dust covers
- ❑ Inspect engine air filter
- ❑ Inspect steering linkage and boots
- ❑ Tighten nuts and bolts on chassis

Date: ________ Mileage: ________

[1]*Applies to models with same size front and rear tires and wheels.*

72 Months or 60,000 Miles

- ❑ Replace engine oil with 0W-20 oil; replace oil filter
- ❑ Replace air conditioner filter
- ❑ Replace brake fluid
- ❑ Replace engine air filter
- ❑ Replace Smart Key battery
- ❑ Replace spark plugs[1]
- ❑ Reset maintenance reminder light
- ❑ Inspect the following:
  - ___Axle shaft boots
  - ___Ball joints and dust covers
  - ___Body
  - ___Brake lines and hoses
  - ___Brake pad and rotor thickness
  - ___Brake rotor runout
  - ___Drive belt
  - ___Engine coolant (see page 69)
  - ___Exhaust pipes and mountings
  - ___Front differential oil (IS 250 AWD)
  - ___Fuel lines and connections, fuel tank band and fuel tank vapor vent system hoses
  - ___Fuel tank cap gasket
  - ___Rack and pinion assembly
  - ___Rear differential oil
  - ___Steering linkage and boots
  - ___Transfer case for signs of leakage (IS 250 AWD)
  - ___Transmission for signs of leakage
- ❑ Rotate tires[2]
- ❑ Visually inspect brake pads, calipers and rotors
- ❑ Check installation of driver's floor mat
- ❑ Road-test vehicle

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❑ Tighten nuts and bolts on chassis

Date: ______________________________ Mileage: ______________________________

[1]*Required under the terms of the Emission Control Warranty.*

[2]*Applies to models with same size front and rear tires and wheels.*

78 Months or 65,000 Miles

- ❏ Inspect and adjust all fluid levels
- ❏ Reset maintenance reminder light
- ❏ Rotate tires[1]
- ❏ Visually inspect brake pads, calipers and rotors
- ❏ Check installation of driver's floor mat
- ❏ Road-test vehicle

Note: If 0W-20 oil was not used at last oil change, or if you drive primarily under certain special operating conditions, you should also replace the engine oil with 0W-20 oil and replace the oil filter. See page 44 for conditions that apply. Some conditions require additional maintenance. See below.

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❏ Inspect axle shaft boots
- ❏ Inspect ball joints and dust covers
- ❏ Inspect engine air filter
- ❏ Inspect steering linkage and boots
- ❏ Tighten nuts and bolts on chassis

Date: ________ Mileage: ________

84 Months or 70,000 Miles

- ❏ Replace engine oil with 0W-20 oil; replace oil filter
- ❏ Reset maintenance reminder light
- ❏ Rotate tires[1]
- ❏ Visually inspect brake pads, calipers and rotors
- ❏ Check installation of driver's floor mat
- ❏ Road-test vehicle

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❏ Inspect axle shaft boots
- ❏ Inspect ball joints and dust covers
- ❏ Inspect engine air filter
- ❏ Inspect steering linkage and boots
- ❏ Tighten nuts and bolts on chassis

Date: ________ Mileage: ________

[1]*Applies to models with same size front and rear tires and wheels.*

90 Months or 75,000 Miles

- ❑ Clean air conditioner filter
- ❑ Inspect and adjust all fluid levels
- ❑ Replace Smart Key battery
- ❑ Reset maintenance reminder light
- ❑ Rotate tires[1]
- ❑ Visually inspect brake pads, calipers and rotors
- ❑ Check installation of driver's floor mat
- ❑ Road-test vehicle
- ❑ Inspect the following:
  - ___Axle shaft boots
  - ___Ball joints and dust covers
  - ___Body
  - ___Brake lines and hoses
  - ___Drive belt
  - ___Engine coolant (see page 69)
  - ___Exhaust pipes and mountings
  - ___Front differential oil (IS 250 AWD)
  - ___Rack and pinion assembly
  - ___Rear differential oil
  - ___Steering linkage and boots

Note: If 0W-20 oil was not used at last oil change, or if you drive primarily under certain special operating conditions, you should also replace the engine oil with 0W-20 oil and replace the oil filter. See page 44 for conditions that apply. Some conditions require additional maintenance. See below.

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❑ Inspect engine air filter
- ❑ Tighten nuts and bolts on chassis

Date: ______________________________ Mileage: ______________________________

[1] *Applies to models with same size front and rear tires and wheels.*

96 Months or 80,000 Miles

- ❑ Replace engine oil with 0W-20 oil; replace oil filter
- ❑ Reset maintenance reminder light
- ❑ Rotate tires[1]
- ❑ Visually inspect brake pads, calipers and rotors
- ❑ Check installation of driver's floor mat
- ❑ Road-test vehicle

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❑ Inspect axle shaft boots
- ❑ Inspect ball joints and dust covers
- ❑ Inspect engine air filter
- ❑ Inspect steering linkage and boots
- ❑ Tighten nuts and bolts on chassis

Date: ________ Mileage: ________

102 Months or 85,000 Miles

- ❑ Inspect and adjust all fluid levels
- ❑ Reset maintenance reminder light
- ❑ Rotate tires[1]
- ❑ Visually inspect brake pads, calipers and rotors
- ❑ Check installation of driver's floor mat
- ❑ Road-test vehicle

Note: If 0W-20 oil was not used at last oil change, or if you drive primarily under certain special operating conditions, you should also replace the engine oil with 0W-20 oil and replace the oil filter. See page 44 for conditions that apply. Some conditions require additional maintenance. See below.

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❑ Inspect axle shaft boots
- ❑ Inspect ball joints and dust covers
- ❑ Inspect engine air filter
- ❑ Inspect steering linkage and boots
- ❑ Tighten nuts and bolts on chassis

Date: ________ Mileage: ________

[1]*Applies to models with same size front and rear tires and wheels.*

108 Months or 90,000 Miles

- ❏ Replace engine oil with 0W-20 oil; replace oil filter
- ❏ Replace air conditioner filter
- ❏ Replace brake fluid
- ❏ Replace engine air filter
- ❏ Replace Smart Key battery
- ❏ Reset maintenance reminder light
- ❏ Inspect the following:
  - ___Axle shaft boots
  - ___Ball joints and dust covers
  - ___Body
  - ___Brake lines and hoses
  - ___Brake pad and rotor thickness
  - ___Brake rotor runout
  - ___Drive belt
  - ___Engine coolant (see page 69)
  - ___Exhaust pipes and mountings
  - ___Front differential oil (IS 250 AWD)
  - ___Fuel lines and connections, fuel tank band and fuel tank vapor vent system hoses
  - ___Fuel tank cap gasket
  - ___Rack and pinion assembly
  - ___Rear differential oil
  - ___Steering linkage and boots
  - ___Transfer case for signs of leakage (IS 250 AWD)
  - ___Transmission for signs of leakage
- ❏ Rotate tires[1]
- ❏ Visually inspect brake pads, calipers and rotors
- ❏ Check installation of driver's floor mat
- ❏ Road-test vehicle

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❏ Tighten nuts and bolts on chassis

Date: ______________________________ Mileage: ______________________________

[1]*Applies to models with same size front and rear tires and wheels.*

MAINTENANCE

114 Months or 95,000 Miles

- ❑ Inspect and adjust all fluid levels
- ❑ Reset maintenance reminder light
- ❑ Rotate tires[1]
- ❑ Visually inspect brake pads, calipers and rotors
- ❑ Check installation of driver's floor mat
- ❑ Road-test vehicle

Note: If 0W-20 oil was not used at last oil change, or if you drive primarily under certain special operating conditions, you should also replace the engine oil with 0W-20 oil and replace the oil filter. See page 44 for conditions that apply. Some conditions require additional maintenance. See below.

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❑ Inspect axle shaft boots
- ❑ Inspect ball joints and dust covers
- ❑ Inspect engine air filter
- ❑ Inspect steering linkage and boots
- ❑ Tighten nuts and bolts on chassis

Date: ________ Mileage: ________

120 Months or 100,000 Miles

- ❑ Replace engine oil with 0W-20 oil; replace oil filter
- ❑ Reset maintenance reminder light
- ❑ Rotate tires[1]
- ❑ Replace engine coolant (see page 69)
- ❑ Visually inspect brake pads, calipers and rotors
- ❑ Check installation of driver's floor mat
- ❑ Road-test vehicle

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❑ Inspect axle shaft boots
- ❑ Inspect ball joints and dust covers
- ❑ Inspect engine air filter
- ❑ Inspect steering linkage and boots
- ❑ Tighten nuts and bolts on chassis

Date: ________ Mileage: ________

MAINTENANCE

[1] *Applies to models with same size front and rear tires and wheels.*

126 Months or 105,000 Miles

- ❑ Clean air conditioner filter
- ❑ Inspect and adjust all fluid levels
- ❑ Replace Smart Key battery
- ❑ Reset maintenance reminder light
- ❑ Rotate tires[1]
- ❑ Visually inspect brake pads, calipers and rotors
- ❑ Check installation of driver's floor mat
- ❑ Road-test vehicle
- ❑ Inspect the following:

___Axle shaft boots
___Ball joints and dust covers
___Body
___Brake lines and hoses
___Drive belt
___Exhaust pipes and mountings
___Front differential oil (IS 250 AWD)
___Rack and pinion assembly
___Rear differential oil
___Steering linkage and boots

Note: If 0W-20 oil was not used at last oil change, or if you drive primarily under certain special operating conditions, you should also replace the engine oil with 0W-20 oil and replace the oil filter. See page 44 for conditions that apply. Some conditions require additional maintenance. See below.

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❑ Inspect engine air filter
- ❑ Tighten nuts and bolts on chassis

Date: ______________________________ Mileage: ______________________________

[1]*Applies to models with same size front and rear tires and wheels.*

MAINTENANCE

132 Months or 110,000 Miles

- ❏ Replace engine oil with 0W-20 oil; replace oil filter
- ❏ Reset maintenance reminder light
- ❏ Rotate tires[1]
- ❏ Visually inspect brake pads, calipers and rotors
- ❏ Check installation of driver's floor mat
- ❏ Road-test vehicle

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❏ Inspect axle shaft boots
- ❏ Inspect ball joints and dust covers
- ❏ Inspect engine air filter
- ❏ Inspect steering linkage and boots
- ❏ Tighten nuts and bolts on chassis

Date: ________ Mileage: ________

138 Months or 115,000 Miles

- ❏ Inspect and adjust all fluid levels
- ❏ Inspect engine coolant (see page 69)
- ❏ Reset maintenance reminder light
- ❏ Rotate tires[1]
- ❏ Visually inspect brake pads, calipers and rotors
- ❏ Check installation of driver's floor mat
- ❏ Road-test vehicle

Note: If 0W-20 oil was not used at last oil change, or if you drive primarily under certain special operating conditions, you should also replace the engine oil with 0W-20 oil and replace the oil filter. See page 44 for conditions that apply. Some conditions require additional maintenance. See below.

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❏ Inspect axle shaft boots
- ❏ Inspect ball joints and dust covers
- ❏ Inspect engine air filter
- ❏ Inspect steering linkage and boots
- ❏ Tighten nuts and bolts on chassis

Date: ________ Mileage: ________

[1]*Applies to models with same size front and rear tires and wheels.*

144 Months or 120,000 Miles

- ❏ Replace engine oil with 0W-20 oil; replace oil filter
- ❏ Replace air conditioner filter
- ❏ Replace brake fluid
- ❏ Replace engine air filter
- ❏ Replace Smart Key battery
- ❏ Replace spark plugs[1]
- ❏ Inspect the following:
  - ___Axle shaft boots
  - ___Ball joints and dust covers
  - ___Body
  - ___Brake lines and hoses
  - ___Brake pad and rotor thickness
  - ___Brake rotor runout
  - ___Drive belt
  - ___Exhaust pipes and mountings
  - ___Front differential oil (IS 250 AWD)
  - ___Fuel lines and connections, fuel tank band and fuel tank vapor vent system hoses
  - ___Fuel tank cap gasket
  - ___Rack and pinion assembly
  - ___Rear differential oil
  - ___Steering linkage and boots
  - ___Transfer case for signs of leakage (IS 250 AWD)
  - ___Transmission for signs of leakage
- ❏ Reset maintenance reminder light
- ❏ Rotate tires[2]
- ❏ Visually inspect brake pads, calipers and rotors
- ❏ Check installation of driver's floor mat
- ❏ Road-test vehicle

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❏ Tighten nuts and bolts on chassis

Date: ______________________________ Mileage: ______________________________

[1]*Required under the terms of the Emission Control Warranty.*

[2]*Applies to models with same size front and rear tires and wheels.*

MAINTENANCE

150 Months or 125,000 Miles

- ❏ Inspect and adjust all fluid levels
- ❏ Reset maintenance reminder light
- ❏ Rotate tires[1]
- ❏ Visually inspect brake pads, calipers and rotors
- ❏ Check installation of driver's floor mat
- ❏ Road-test vehicle

Note: If 0W-20 oil was not used at last oil change, or if you drive primarily under certain special operating conditions, you should also replace the engine oil with 0W-20 oil and replace the oil filter. See page 44 for conditions that apply. Some conditions require additional maintenance. See below.

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❏ Inspect axle shaft boots
- ❏ Inspect ball joints and dust covers
- ❏ Inspect engine air filter
- ❏ Inspect steering linkage and boots
- ❏ Tighten nuts and bolts on chassis

Date: ________ Mileage: ________

156 Months or 130,000 Miles

- ❏ Replace engine oil with 0W-20 oil; replace oil filter
- ❏ Inspect engine coolant (see page 69)
- ❏ Reset maintenance reminder light
- ❏ Rotate tires[1]
- ❏ Visually inspect brake pads, calipers and rotors
- ❏ Check installation of driver's floor mat
- ❏ Road-test vehicle

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❏ Inspect axle shaft boots
- ❏ Inspect ball joints and dust covers
- ❏ Inspect engine air filter
- ❏ Inspect steering linkage and boots
- ❏ Tighten nuts and bolts on chassis

Date: ________ Mileage: ________

[1] *Applies to models with same size front and rear tires and wheels.*

162 Months or 135,000 Miles

- ❑ Clean air conditioner filter
- ❑ Inspect and adjust all fluid levels
- ❑ Replace Smart Key battery
- ❑ Reset maintenance reminder light
- ❑ Rotate tires[1]
- ❑ Visually inspect brake pads, calipers and rotors
- ❑ Check installation of driver's floor mat
- ❑ Road-test vehicle
- ❑ Inspect the following:

___Axle shaft boots
___Ball joints and dust covers
___Body
___Brake lines and hoses
___Drive belt
___Exhaust pipes and mountings
___Front differential oil (IS 250 AWD)
___Rack and pinion assembly
___Rear differential oil
___Steering linkage and boots

Note: If 0W-20 oil was not used at last oil change, or if you drive primarily under certain special operating conditions, you should also replace the engine oil with 0W-20 oil and replace the oil filter. See page 44 for conditions that apply. Some conditions require additional maintenance. See below.

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❑ Inspect engine air filter
- ❑ Tighten nuts and bolts on chassis

Date: ______________________________ Mileage: ______________________________

[1]*Applies to models with same size front and rear tires and wheels.*

MAINTENANCE

168 Months or 140,000 Miles

- ❏ Replace engine oil with 0W-20 oil; replace oil filter
- ❏ Reset maintenance reminder light
- ❏ Rotate tires[1]
- ❏ Visually inspect brake pads, calipers and rotors
- ❏ Check installation of driver's floor mat
- ❏ Road-test vehicle

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❏ Inspect axle shaft boots
- ❏ Inspect ball joints and dust covers
- ❏ Inspect engine air filter
- ❏ Inspect steering linkage and boots
- ❏ Tighten nuts and bolts on chassis

Date: ________ Mileage: ________

174 Months or 145,000 Miles

- ❏ Inspect and adjust all fluid levels
- ❏ Inspect engine coolant (see page 69)
- ❏ Reset maintenance reminder light
- ❏ Rotate tires[1]
- ❏ Visually inspect brake pads, calipers and rotors
- ❏ Check installation of driver's floor mat
- ❏ Road-test vehicle

Note: If 0W-20 oil was not used at last oil change, or if you drive primarily under certain special operating conditions, you should also replace the engine oil with 0W-20 oil and replace the oil filter. See page 44 for conditions that apply. Some conditions require additional maintenance. See below.

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❏ Inspect axle shaft boots
- ❏ Inspect ball joints and dust covers
- ❏ Inspect engine air filter
- ❏ Inspect steering linkage and boots
- ❏ Tighten nuts and bolts on chassis

Date: ________ Mileage: ________

[1]*Applies to models with same size front and rear tires and wheels.*

180 Months or 150,000 Miles

- ❑ Replace engine oil with 0W-20 oil; replace oil filter
- ❑ Replace air conditioner filter
- ❑ Replace brake fluid
- ❑ Replace engine air filter
- ❑ Replace engine coolant (see page 69)
- ❑ Replace Smart Key battery
- ❑ Reset maintenance reminder light
- ❑ Inspect the following:
  - ___Axle shaft boots
  - ___Ball joints and dust covers
  - ___Body
  - ___Brake lines and hoses
  - ___Brake pad and rotor thickness
  - ___Brake rotor runout
  - ___Drive belt
  - ___Exhaust pipes and mountings
  - ___Front differential oil (IS 250 AWD)
  - ___Fuel lines and connections, fuel tank band and fuel tank vapor vent system hoses
  - ___Fuel tank cap gasket
  - ___Rack and pinion assembly
  - ___Rear differential oil
  - ___Steering linkage and boots
  - ___Transfer case for signs of leakage (IS 250 AWD)
  - ___Transmission for signs of leakage
- ❑ Rotate tires[1]
- ❑ Visually inspect brake pads, calipers and rotors
- ❑ Check installation of driver's floor mat
- ❑ Road-test vehicle

If you drive primarily under this special operating condition, perform these additional items:

Driving on dirt roads or on dusty roads:

- ❑ Tighten nuts and bolts on chassis

Date: ______________________________ Mileage: ______________________________

[1]*Applies to models with same size front and rear tires and wheels.*

MAINTENANCE

The following descriptions are provided to give you a better understanding of the maintenance services that should be performed on your vehicle. The scheduled maintenance log indicates at which time/mileage intervals each service should be performed. Please note that many maintenance services should be performed only by a qualified technician.

For further information on maintenance services that you can perform yourself, see the maintenance sections of your *Owner's Manual*.

Air Conditioner Filter

Clean or replace at specified intervals. More frequent cleaning or replacement may be required when driving in dusty conditions, heavy traffic areas, urban areas, desert areas or dirt roads. Refer to your *Owner's Manual* for service details.

Axle Shaft Boots

Check the axle shaft boots and clamps for cracks, deterioration and damage. Replace any damaged parts and, if necessary, repack the grease. A qualified technician should perform these operations.

Ball Joints and Dust Covers

Check the suspension and steering linkage ball joints for looseness and damage. Check all dust covers for deterioration and damage. A qualified technician should perform these inspections.

Body Inspection

Visually check for corrosion, scratches and other damage. Check outer body panels, inner panels of the hood and doors, and underneath the vehicle. Apply touch-up paint to any chips and scratches or have them repaired by a qualified technician.

Brake Fluid

Replace using fluid type specified in your *Owner's Manual*. A qualified technician should perform this operation.

Brake Lines and Hoses

Visually inspect for proper installation. Check for chafing, cracks, deterioration and signs of leakage. Replace any deteriorated or damaged parts. A qualified technician should perform these operations.

Brake Pads, Calipers and Rotors

Check brake pads and rotors for excessive wear; check brake rotors for runout. Check brake calipers for fluid leakage. Some models are equipped with directional rotors. When servicing these rotors, reinstall at same location. A qualified technician should perform these operations.

Differential Oil

Inspect each differential component for signs of leakage. If you discover any leakage, have it repaired immediately by a qualified technician. Refer to your *Owner's Manual* for fluid specifications.

Drive Belt

Inspect for cracks, excessive wear and oiliness. Check the belt tension and adjust if necessary. Replace the belt if it is damaged.

Driver's Floor Mat

- Only use the driver's floor mat designed specifically for the model and model year of your vehicle, such as Lexus Genuine floor mats.
- Always properly secure the driver's floor mat using the retaining hooks.
- Never install another floor mat on top of the existing driver's floor mat.
- Never install the driver's floor mat upside down.

Engine Air Filter

Check for excessive dirt, damage and oiliness. Replace if necessary.

Engine Coolant

When inspecting, visually check the engine coolant level on the see-through reservoir. Add coolant as necessary. When replacing, drain the cooling system and refill with coolant. Always use Genuine Toyota Super Long-Life Coolant or similar high-quality non-silicate, non-amine, non-nitrate, non-borate ethylene-glycol coolant with long-life hybrid organic acid technology (i.e., a combination of low phosphates and organic acids). Check that the radiator is not blocked with leaves, dirt or insects and clean if necessary. Also check the hose connection for corrosion and condition of installation. A qualified technician should perform these operations.

Note: Initial replacement is at 120 months/100,000 miles. Replace every 60 months/50,000 miles thereafter.

Engine Oil and Oil Filter

Replace the oil filter and drain and refill the engine oil at specified intervals. SAE 0W-20 oil is the best choice for good fuel economy and good starting in cold weather. If SAE 0W-20 is not available, SAE 5W-20 may be used; however, it must be replaced with SAE 0W-20 at the next oil change. See your Lexus dealer for oil specifically formulated for your vehicle's engine. For instructions on how to reset the reminder light, refer to your *Owner's Manual*.

Note: If you do the majority of your driving under any of the special operating conditions indicated on page 44, you should replace the engine oil and oil filter every six months or 5,000 miles, regardless of the oil used or the certification of the vehicle.

Exhaust Pipes and Mountings

Visually inspect the exhaust pipes, muffler and hangers for cracks, deterioration and damage. Start the engine and listen carefully for any exhaust leakage. Tighten connections and replace parts as necessary.

Fuel Lines and Connections, Fuel Tank Band and Fuel Tank Vapor Vent System Hoses

Visually inspect for corrosion, damage, cracks, and loose or leaking connections. Tighten connections and replace parts as necessary.

Fuel Tank Cap Gasket

Visually inspect for cracks, deterioration and damage and replace if necessary.

Manual Transmission

Inspect manual transmission for signs of leakage. If you discover any leakage, have it repaired immediately by a qualified technician.

Nuts and Bolts on Chassis

Check that tightness of the seat-mounting bolts and front/rear suspension-member retaining bolts matches torque measurements specified in the *Repair Manual*.

Rack and Pinion Assembly

Inspect the rack and pinion assembly for signs of leakage, damage and loose electrical connections. Tighten connections and if you discover any leakage or damage, have it repaired immediately by a qualified technician.

Road Test

While driving the vehicle, check for proper operation of engine, transmission, brakes and steering. Also check the parking brake, and check for abnormal noise or vibration from any part of the vehicle.

Spark Plugs

Replace at specified interval. Install new plugs of the same type as originally equipped. A qualified technician should perform this operation.

Steering Linkage and Boots

With the vehicle stopped, check for excessive freeplay in the steering wheel. Inspect the linkage for bending and damage and the dust boots for deterioration, cracks and damage. Replace any damaged parts. A qualified technician should perform these operations.

Timing Chain

The timing chain requires no periodic inspection.

Tire Rotation

See your *Owner's Manual* for tire rotation requirements. Check tire pressure and check tires for damage and uneven wear. If the vehicle is equipped with a spare tire, check the condition and pressure of the spare.

Tire-Pressure Warning Sensors

A tire-pressure sensor is mounted on each full-size wheel. These sensors do not require periodic maintenance. When a sensor's long-life lithium battery becomes discharged, the battery should be replaced by a qualified technician following procedures in Lexus service and repair publications.

Transmission/Transfer Case

Inspect transmission/transfer case for signs of leakage. If you discover any leakage, have it repaired immediately by a qualified technician.

Note: The transmission/transfer case and transmission fluid are a completely sealed unit. Therefore, periodic checks and replacement of the transmission fluid are not required, and there is no dipstick on the transmission. Any repairs that require adding or replacing fluid should be performed by a qualified technician following procedures in Lexus service and repair publications.

VEHICLE IDENTIFICATION

Model ______________________________

In-service date ______________________________

Mileage at delivery ______________________________

Selling dealership ______________________________

Selling dealership phone number ______________________________

Vehicle Identification Number ______________________________

**See scheduled maintenance log for maintenance interval.*

**See scheduled maintenance log for maintenance interval.*

**See scheduled maintenance log for maintenance interval.*

Owner Information Change Form

If your name or address has changed or if you purchased your Lexus as a used vehicle, please complete and mail the attached card, even if your warranty coverage has expired. This will enable Lexus to contact you with important product or safety updates concerning your vehicle. If there is no longer a card attached, please call the Lexus Customer Satisfaction Department at (800) 255-3987.

FBC

Check one:

- ❑ Same owner, name and/or address changed
- ❑ Same owner, additional driver who should receive product/safety updates
- ❑ New owner, purchased vehicle used from a Lexus dealership on this date: ________________
- ❑ New owner, purchased vehicle used from other than a Lexus dealership on this date: ________________

Vehicle Identification Number (required to process change)

Today's date: Mo. Day Year

❑ Mr. ❑ Mrs. ❑ Ms. ❑ Miss ❑ Dr.

First name M.I. Last name

Company name

Check here if address below is for company: ❑

Street address or P.O. Box Apt. or suite number

City State Zip code

Primary phone number Secondary phone number

E-mail address: ____

This information is obtained solely for the use of Lexus. Lexus occasionally sends special promotional offers to registered owners. Check here if you prefer not to receive these offers. ❑

LEXUS

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 449 TORRANCE, CA

POSTAGE WILL BE PAID BY THE ADDRESSEE

LEXUS DIVISION
L202
ATTN: CUSTOMER SATISFACTION
PO BOX 2991
TORRANCE CA 90509-9975

THE PURSUIT OF PERFECTION.

MIX
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